

Service: georgia.gov Payment Processing

Service Line: Web Hosting

Status: This service is being discontinued and is not available to new customers. Customers needing a service like this one should contact their GTA Account Manager to discuss alternatives to this service.

General Description:

The georgia.gov Payment Processing Service is a full-featured payment processing solution that enables government entities to easily connect their online services to secure, reliable, credit card processing.

Service Level Targets:

N/A

Availability:

- Available to state agencies and entities
- Geographic availability – Statewide
- Usage availability – 24 hours, seven days a week

Limitations:

- For connection to online applications only. Not intended for point of sale processing.
- Enterprise JavaBeans interface – internally hosted georgia.gov applications only
- Web Services interface – externally hosted applications

Prerequisites:

N/A

Pricing / Charges:

GTA will not charge for the georgia.gov Payment Processing Service for FY 2006 or FY2007. If GTA decides to charge for this service in the future, it will give one year's notice before doing so.

Service Components or Product Features Included in Base Price:

- Authorization
- Settlement & deferred settlement
- Online administration, including the ability to:
 - Refund and void transactions
 - Obtain activity and deposit reports

- Search for transactions by name, credit card number or confirmation number
- Manually settle a deferred transaction

Options Available for an Additional Charge:

N/A

Service Components or Product Features Not Included:

N/A

What GTA Provides:

- Payment processing solution with two interfaces (EJB & Web Services)
- Payment Processing Administration Tool:
 - Manual authorization
 - Activity and deposit reports
 - Search by name, credit card number and confirmation number
 - Refund payment, partial refund and void payment functionality
 - Deferred settlement functionality
- Documentation on how to connect an application to the Payment Processing Service
- Customer support

What the Customer Provides:

- Writing and developing any online application that would connect to the Payment Processing Service
- Writing the interface between the customer's application and the Payment Processing Service

Service Support:

Customers of the georgia.gov Content Management Service are provided with e-mail and basic telephone support 24 hours a day, 365 days a year.

1. **Telephone and E-mail Support:** GTA agrees to provide its Content Management Service customers support via e-mail at consolidatedhelpdesk@GTA.ga.gov and by telephone at (404) 656-7378.
2. **Support Response:** GTA will use reasonable efforts to respond to all support calls and e-mails as quickly as possible.
3. **Resolution:** GTA will use reasonable efforts to resolve service interruptions that are within the control of the georgia.gov Content Management Service.
4. **Scheduled Maintenance Notification:** GTA plans several scheduled maintenance windows each year (usually on early Sunday mornings, from 3 a.m. - 6 a.m.) to

maintain and increase the availability and performance of the Content Management Service.

5. **Primary Customer Contact:** To obtain support, the customer must name a primary contact to act as the customer's support liaison. (The primary contact is listed on the User Information Form when the account is setup.) If the primary contact is not available, the customer may name an alternate contact.

Note: Customers must provide GTA with all contacts' names, e-mails and phone numbers. This information will be used to validate support requests made to GTA and to send service updates and outage notifications. The customer needs to keep this information current.

Service Issue Escalation:

GTA Content Management Support Process:

Telephone: (404) 656-7378

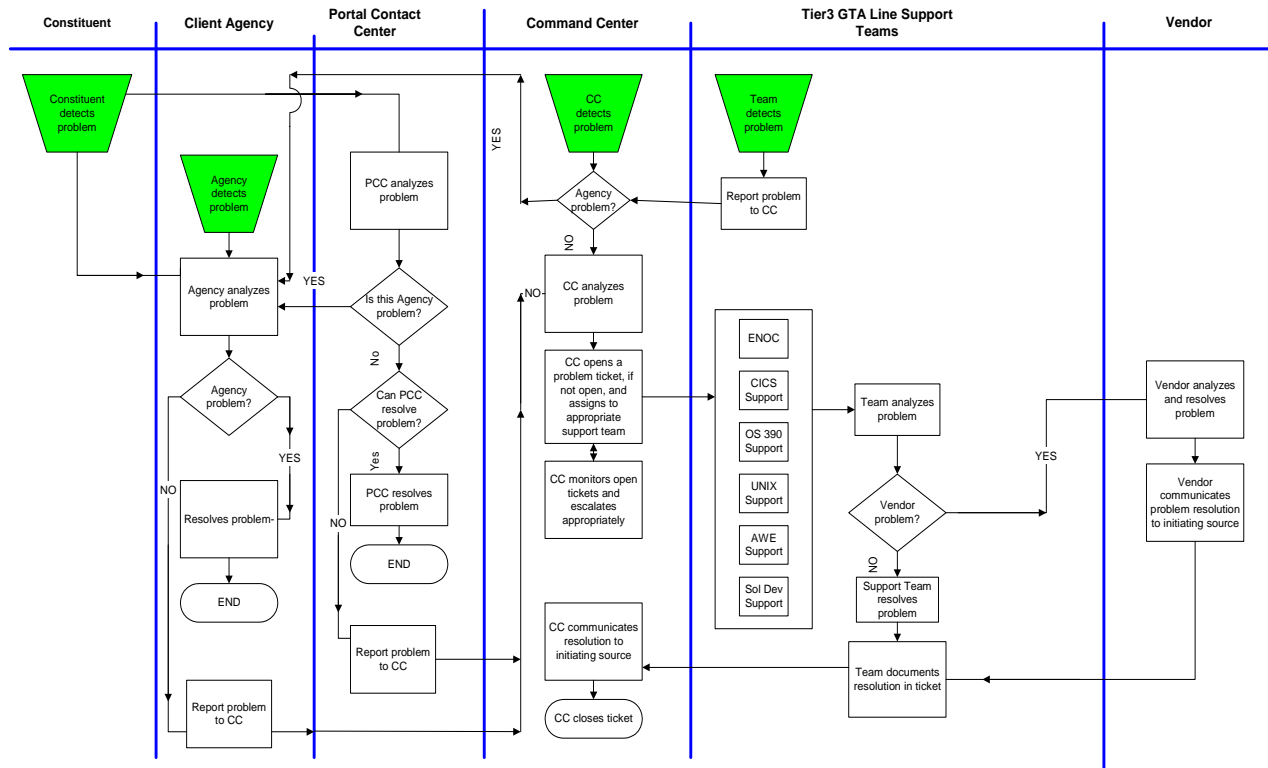
E-mail: consolidatedhelpdesk@gta.ga.gov

Unplanned Work Support Model:

If an end user of a customer application using the georgia.gov Content Management Service experiences a problem, they should:

1. Notify the customer's Contact Center.
2. The customer determines if the problem is within their application or with the georgia.gov Content Management Service.
3. If the problem is with the Content Management Service, the customer primary contact contacts the GTA Command Center. The GTA Command Center is staffed 24 hours a day, 365 days a year.
4. A GTA internal ticket will be created and assigned to the appropriate resources responsible for resolving the escalated problem.

Support Model for Unplanned Work



Benefits / Advantages:

- Dedicated redundant lines between the State of Georgia data center and the state's payment processor, reducing potential points of failure
- Configured specifically for use with the State of Georgia payment processor, which gives customers lower processing rates.
- Security via encryption
- Self-service administration of accounts
- Reporting tools to ensure government entities get accurate information for account reconciliation
- Virtual terminal services, which allow an administrator to authorize transactions manually by entering credit card information directly into a web page

How to Start this Service:

- Contact the GTA Office of Marketing Solutions at gtasolutionsmrktg@gta.ga.gov or (404) 651-6964 to be put in touch with your GTA Account Manager.

Related Services and Products:

N/A

Other Information: <http://georgia.gov/payment>

Terms and Definitions:

Interface

A connection (through a hardware device or software program) between different components of a computer system (usually performing some kind of translation between protocols); used especially in the contexts of network communication or communication between computer systems and their users. The georgia.gov Payment Processing service has two interfaces for users to connect to it (EJB & Web Services).

Authorization

The process by which card issuers either approve or deny requests to accept transactions. Approval is based on a validation of the account number and expiration date, address information, and whether the transaction places the account above any credit limit. If an authorization is successful, a hold for the transaction amount will be placed on the end user's credit card.

Settlement

The process by which authorized transactions are submitted to card issuers for payment. Unlike authorization, which is typically performed in real time, settlement is a batch process. Prior to settlement, payment information for authorized transactions is captured to create a settlement record for each authorized transaction.

Deferred Settlement

The ability to specify when a transaction should settle. An agency can allow an end user or a person within the agency to specify the date to settle. This feature is good for agencies that do not want to charge end users until services have been rendered or goods have been shipped.

Payments that have deferred settlement dates are authorized immediately, and a confirmation number is returned to the end user. Once the settlement date is reached, the transaction is automatically picked up in the next settlement batch for processing. If the settlement date exceeds the expiration date for the authorization, the payment may need to be reauthorized before it can be settled. Once reauthorized, the payment is then picked up for settlement.

Void Payments

Canceling a transaction before it has settled.

Refund Payments

Canceling a transaction after it has already settled.